GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

GAD - Public Grievances - Conduct of Mandal Level JKC (Jaganannaku Chebudam) Programme at Mandal Headquarters by the District Collectors with participation of all District level Officers at Mandal level on every Wednesday and Friday covering all Mandals in the District - Orders - Issued.

GENERAL ADMINISTRATION (CABINET-II) DEPARTMENT

G.O.Rt.No.1775 **Dated:04-09-2023.**

ORDER:-

The Government of Andhra Pradesh have given top priority to qualitatively & timely resolution of Public Grievances and introduced a prestigious programme i.e., Spandana in 2019 where in District collectors along with all District Officials conduct "Grievance Day" on every Monday. The objective of the programme is to receive grievances from public and resolve them at the earliest.

2. Further, an improvised grievance redressal system called **"JKC-Jaganannaku Chebudham"** with toll free No.1902, was introduced on 09.05.2023 with 4 levels of Audit Mechanism for the Grievances Redressed at Chief Minister's Office Level, Department Level, Collectorate level and Mandal Level and also taking feedback of the concerned petitioners on the quality redressal of their petitions to ensure maximum satisfaction.

3. Government have also launched Jagananna Suraksha on 23.06.2023 for providing 123 services to the public at Village Secretariat/Ward Secretariat level. During this programme, 96 lakh certificates have been issued to the public. As part of this programme, Government was taken to the grassroot level. Action Taken Reports (ATRs) of all redressed JKC grievances have been explained to the petitioners by the Village Secretariat/Ward Secretariat employees and received the feedback of the petitioners.

4. After considering the experience and feedback from various sections of the society, Government have decided to conduct Mandal Level Grievance Day on the lines of earlier SPANDANA which was conducted on Monday, where in District Collector along with all District Officials on pre-fixed and pre-communicated days will conduct JKC at Mandal Headquarters.

5. Accordingly Government hereby order that Mandal Level Grievance Day i.e., Mandal Level JKC (Jagannaku Chebudam) Programme shall be conducted at Mandal Headquarters for redressal of public grievances, by the District Collectors along with all District Officials at Mandal level, on every Wednesday and Friday covering all Mandals in the District. The District Collectors shall;

i. prepare the Schedule for conducting of Mandal Level JKC Programmes Grievance Days duly covering all the Mandals of the District.
ii. ensure that on the same day of conduct of Mandal Level JKC Programme, all the grievances be registered in JKC portal.

(P.T.O)

iii. ensure regular monitoring, audit, feedback of the petitions and to reopen the dissatisfied grievances, on the lines of district level JKC programme and;

iv. ensure the identification of suitable venues along with necessary arrangements and infrastructure to be placed at the Venue.

6. All the District Collectors shall take necessary action in the matter accordingly. They shall submit weekly reports on conduct of Mandal Level JKC Programmes to the Chief Secretary to Govt.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Dr.K.S.JAWAHAR REDDY
CHIEF SECRETARY TO GOVERNMENT

To
All the District Collectors in the State.
Copy to:
The ITE&C Department.
(with a request to make necessary provisions in JKC portal)
All the Departments of Secretariat.
The OSDs/PSs to Spl.C.S/Prl.Secy/Secretary to HCM.
The OSD to Chief Secretary.
The P.S. to Prl.Secy to Govt.(Poll).

// FORWARDED :: BY ORDER//

SECTION OFFICER